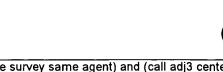
L Number	Hits	Search Text	DB	Time stamp
-	814	((customer or caller or (calling party)) with (survey or	USPAT;	2003/12/12 14:05
		feedback)) same (agent or service)	US-PGPUB; EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	348	(customer with survey) same (agent or service)	USPAT;	2003/12/12 13:06
			US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
	225	/ aught man with august and a and a	IBM_TDB	00004040 40.40
-	325	(customer with survey) same service	USPAT; US-PGPUB;	2003/12/12 13:46
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	104	((customer or caller or (calling party)) with (survey or	USPAT;	2003/12/12 14:06
		feedback)) same agent	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
	,	(IBM_TDB	00004040 44.54
-	3	(supervisor with transfer\$4) same (voice with (pattern or pitch or interrupt\$4 or level\$3))	USPAT; US-PGPUB;	2003/12/12 14:51
		or interrupts4 or levels3))	EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	417	((customer or caller or (calling party)) with survey) same	USPAT;	2003/12/12 14:55
		(agent or service)	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
	77	270/205 06	IBM_TDB	00004045 44.05
-	77	379/265.06	USPAT;	2003/12/15 11:25
			US-PGPUB; EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	49	379/265.13	USPAT;	2003/12/15 11:12
			US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
_	187	suppoy and agent and (call adi2 center)	IBM_TDB	2002/40/45 44:44
-	107	survey and agent and (call adj3 center)	USPAT; US-PGPUB;	2003/12/15 11:14
			EPO; JPO;	
			DERWENT:	
			IBM_TDB	
-	68	(survey and agent and (call adj3 center)) and 379/\$.ccls.	USPAT;	2003/12/15 11:13
	İ		US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
<u>-</u>	29	survey same agent same (call adj3 center)	IBM_TDB USPAT;	2003/12/15 11:18
	23	Salvey Salve agont Salve (Salvadjo Genter)	US-PGPUB;	2000/12/10 11.10
			EPO; JPO;	
			DERWENT;	
-		customer same survey same agent	IBM_TDB	
	65		USPAT;	2003/12/15 11:24
			US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
	L	<u> </u>	IBM_TDB	l



-	41	(customer same survey same agent) and (call adj3 center)	USPAT; US-PGPUB;	2003/12/15 11:24
			EPO; JPO;	
			DERWENT;	
			IBM TDB	
-	26	379/265.07	USPAT;	2003/12/15 11:50
			US-PGPUB;	
	1		EPO; JPO;	
			DERWENT;	
i			IBM_TDB	
-	18	(((customer or caller) with (satisfacton or satisfy\$3)) same	USPAT;	2003/12/15 12:07
		agent) and (call adj3 center)	US-PGPUB;	ĺ
			EPO; JPO;	
1			DERWENT;	
			IBM_TDB	
-	176	((customer or caller) same agent same (performance or	USPAT;	2003/12/15 12:08
		evaluat\$5)) and (call adj3 center)	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
	40	(((, , , , , , , , , , , , , , , , , ,	IBM_TDB	00004045 40:00
-	42	(((customer or caller) same agent same (performance or	USPAT;	2003/12/15 12:08
		evaluat\$5)) and (call adj3 center)) and survey	US-PGPUB;	
			EPO; JPO;	
	1		DERWENT;	
	59	(((customer or caller) with (feedback or survey or comment))	IBM_TDB USPAT;	2003/12/17 13:27
-] 39	same agent) and (call adj3 center)	US-PGPUB;	2003/12/17 13.27
		Same agent/ and (can adjo center)	EPO; JPO;	
			DERWENT;	
1			IBM_TDB	
-	29	(((customer or caller) with (feedback or survey or comment))	USPAT;	2003/12/17 13:38
		same agent) and (call adj3 center) and trigger\$4	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
			IBM_TDB	
-	13	(supervis\$4 same break same agent same (customer or	USPAT;	2003/12/17 13:43
		caller)) and (call adj3 center)	US-PGPUB;	
			EPO; JPO;	
			DERWENT;	
	1 45.		IBM_TDB	0000404746
-	161	(supervis\$4 same agent same (customer or caller)) and (call	USPAT;	2003/12/17 13:46
		adj3 center)	US-PGPUB;	
			EPO; JPO; DERWENT;	
			IBM_TDB	
_	30	((supervis\$4 same agent same (customer or caller)) and (call	USPAT;	2003/12/17 13:47
		adj3 center)) and ((feedbadk or survey or comment) same	US-PGPUB;	2000/12/17 10.47
		(customer or caller))	EPO; JPO;	
		[DERWENT;	
			IBM_TDB	